

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

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COMMISSION

In the Matter of:)
)
THE ANNUAL COST RECOVERY FILING)
FOR DEMAND SIDE MANAGEMENT BY)
THE UNION LIGHT, HEAT AND POWER)
COMPANY)

CASE NO. 2004-00389

**FIRST DATA REQUESTS ON BEHALF OF
NORTHERN KENTUCKY COMMUNITY
ACTION COMMISSION, INC.**

Comes Northern Kentucky Community Action Commission, Inc. (hereinafter referred to as "NKCAC"), and hereby serves its First Data Requests upon Union Light, Heat and Power Company (hereinafter referred to as the "Company"). Pursuant to the Order of the Public Service Commission, entered November 30, 2004, the Company shall files its responses to these data requests no later than December 20, 2004.

DATA REQUESTS

1. Page 7 of the Company's "Filing of the Annual Status Report, Application for Continuation of the Energy Education and Bill Assistance Program . . ." (hereinafter referred to as "Filing"), states, in regard to the Low Income Weatherization program: "[t]his program uses the LIHEAP intake process . . ."

- A. Please state how the LIHEAP process is currently be used.
- B. Are any changes contemplated to how the LIHEAP process will be used?

If your answer is yes, please explain.

- C. Are there any agreements in place for use of the LIHEAP intake process? If your answer is yes, please provide a copy of any written agreement that is in place. If the agreement is oral, please name the persons to the oral agreement.
- D. Is the Company incurring the costs associated with use of the LIHEAP intake process? If your answer is no, please state whether the Company is proposing to incur the costs.
2. In each of the programs proposed in the Filing, with the exception of the RCEE, the sub-contractor is identified. Has a contractor or contractors been identified for the RCEE program? If not, please explain how the contractor(s) will be selected, and provide the time-frame for selection of the contractor(s)?
3. Have any funds budgeted for the RCEE program gone unspent during any of the past three years? If your answer is yes, please state the amounts that have not been spent during each of the past three years.
4. Please explain the relationship between the Company's DSM Program and the state of Kentucky's Weatherization Program? Please explain in detail which employees within the Company, or which contractors, are responsible for coordinating the Company's DSM program with the state's Weatherization program and explain what steps have been taken to so coordinate the operation of the two programs.
5. Approximately one year ago, NKCAC signed a Weatherization Contract proposed by the Company and mailed it back to the Company. Please explain why the Company chose not to sign the agreement, thereby terminating the relationship whereby NKCAC provided

weatherization services.

6. Is the Payment Plus program to be held to the same DSM standard as the RCEE and House Call, or to the standard of the NEED program due to the added public benefits? Please explain your answer.
7. Please explain in detail, and produce a copy of any document supporting your answer, why the evaluation of the Payment Plus program concluded that that NKCAC enrolled a client in the Payment Plus Program prior to the Company identifying the client as eligible. In relation to this answer, please state the name of any of the Company's employees who gave any such information to the independent evaluator.
8. In relation to the Payment Plus program, please explain what it means for a client to be "pre-screened." Were all the clients who were "pre-screened," and whose names were provided to NKCAC, eligible clients?
9. The evaluation of the Payment Plus program states "NKCAC wants to rely more on face-to-face enrollments." Please provide the name of the source for this statement.
10. Is it true that the face-to-face enrollment process for the program was only offered as a secondary enrollment process if, and only if, the required number of clients could not be identified from the list of "pre-screened" clients provided by the Company?
11. Since the initiation of the Payment Plus Programs, PWC has been welcome to attend and provide materials at the workshops. Please explain what are the "changes made to the Pilot program" referenced in the Filing.
12. Since it is understood that providing renters with services is more difficult than providing homeowners with the same services, how does the Company plan to assist with this

effort?

13. Since the Company provided to NKCAC a list of eligible Payment Plus customers that NKCAC was to initially use exclusively for program recruitment, NKCAC was under the belief that these customers were pre-screened for eligibility. Is it true that each of the clients provided to NKCAC by the Company had been screened for eligibility?
14. The Payment Plus Program, as presented to and approved by the PSC, is an Energy Education, Budget Counseling and Weatherization referral program. What percentage of the savings identified in the study is attributed to the Energy Education classes?
15. Please state the name of the employee(s) of the Company or the contractors for the Company, who is responsible for the statement in the evaluation of the Payment Plus program that “the program was unable to meet [the] obligation (to serve all counties) and was implemented in only two counties.”
16. Are you aware that Payment Plus clients from Boone, Kenton, Campbell, Grant, Pendleton and Gallatin counties, were served by the Program?
17. In the “Program Theory and Operations” section of the evaluation of the Payment Plus Program, the process for identifying participants is stated as: “2. Cinergy identified approximately... 3. The individuals . . . were contacted...to enroll in the program.” Were the customers identified by Cinergy and provided to NKCAC all of the clients eligible to be enrolled into the program?
18. On Page 16 of the evaluation, in the section entitled, “*Outreach and Enrollment Needs Improvement*,” paragraph 2 beginning “During the NKCAC in-office interactions...,” the secondary outreach program is laid out as NKCAC implemented it. In the primary

outreach process NKCAC only approached clients identified as eligible by the Company. In the secondary process, NKCAC only notified clients of their eligibility after Cinergy certified eligibility. Nevertheless, the evaluation asserts that NKCAC put Cinergy in a position of denying clients program benefits after they were told they were eligible.

Please explain this statement, by providing:

- A. The names of any employees of the Company or any contractors who provided such information to the third party evaluator; and
 - B. The basis for all such statements including a recitation of the facts that were relied upon by the evaluator.
19. The evaluation report state “The program enrollment process should not be so structured so that Cinergy is placed in the position of appearing to be an organization denying services to their low-income customers.” Please state what information was provided to the third party evaluator sufficient for the evaluator to assume that the process was responsible for customers who were determined eligible later having that decision reversed.
20. In regard to Section I of the evaluation of the Payment Plus program, entitled “Pilot Program III Process Interview Results,” specifically referring to pages 16-24, please state:
- A. The names of all of the employees of the Company who provided information to the third party evaluator for information contained within these pages;
 - B. The names of all of the employees of any contractor (and identify the contractor) who provided information to the third party evaluator for

information contained within these pages;

- C. The dates of any interviews by the third party evaluator with any employees of the Company which led to the information contained within these pages;
- D. Please identify and provide a copy of any documents provided by the Company or contractors of the Company to the third party evaluator which led to the information contained within these pages; and
- E. The basis, reasoning and rationale for the conclusions drawn by the third party evaluator contained within these pages.

21. On Page 17 of the report it is stated: “NKCAC deviated from the structured enrollment process.” In regard to this statement, please provide:

- A. The names of all of the employees of the Company who provided information to the third party evaluator to support this statement;
- B. The names of all of the employees of any contractor (and identify the contractor) who provided information to the third party evaluator to support this statement;
- C. The basis, reasoning and rationale for this conclusions drawn by the third party evaluator; and
- D. Please identify and provide a copy of any documents provided by the Company or contractors of the Company to the third party evaluator which led to this statement.

22. On Page 17 the report also states: “NKCAC needs to understand that enrolling

participants in Pilot I who do not have a satisfactory account history defeats the purpose of conducting the pilot program.” Please explain the basis, reasoning, rationale, and source for the assumption drawn by the third party evaluator that NKCAC does not understand the purpose of conducting the pilot program.

23. Under the section of the evaluation of the Payment Plus program entitled “Program Offers to Non-Crisis Customers” (page 19), the evaluator reports that “[N]o participation offers were made to non-Crisis Program clients other than the original enrollment letter to the Cinergy-targeted customers.” Did the evaluator attempt to determine why no such offers were made? If your answer is yes, please explain in detail what attempts were made, such as stating the names of persons who were interviewed, the dates of such interviews, and the conclusions drawn by the evaluator to support this statement.
24. It is stated that NKCAC made the decision to not provide CFL’s. Since NKCAC had told the Company that CFL’s were desired, and never received any notice that they were available, what is the source, basis, and rationale for this statement?
25. Many Social Service agencies in Northern Kentucky refer their clients to NKCAC for utility assistance since NKCAC operates LIHEAP, Winter Care, and other emergency funding programs. Please produce any documentation that evidences that this arrangement is not working well? If you have no such evidence or documentation, why is this listed as a concern in the evaluation of the Payment Plus program?



JOE F. CHILDERS
201 W. Short Street

Suite 310
Lexington, KY. 40507
(859) 253-9824

**ATTORNEY FOR NORTHERN
KENTUCKY COMMUNITY ACTION
COMMISSION, INC.**

CERTIFICATE OF SERVICE

I hereby certify that a true copy of the foregoing motion has been served on the parties hereto by mailing the same to their counsel of record:

John J. Finnigan, Jr., Esq.
The Union Light Heat & Power Co.
139 E. Fourth Street
Cincinnati, OH 45202

Iris Skidmore, Esq.
Office of Legal Services
Division of Energy
5th Floor, Capital Plaza Tower
Frankfort, KY 40601

on this the 1st day of December, 2004.



JOE F. CHILDERS

Law Offices of
Joe F. Childers
201 West Short Street
Suite 310
Lexington, KY 40507



Kentucky Public Service
Commission
Public Filing Room
211 Sower Boulevard
Frankfort, KY 40601

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